

FRANKLIN COUNTY DATA CENTER

Job Posting: **Business Services Manager**

SUMMARY

The Business Services Manager is responsible for overseeing service management quality, organizational performance measurement and organizational communications for the Franklin County Data Center. The Business Services Manager will cultivate data-driven business strategy new business development and collaborative ideation that provides innovative technology solutions for partner agencies. Driving leadership of collaborative solutions, the Business Services Manager is responsible for organizational performance analytics, including the implementation of a results-based organizational performance measurement model. Serves as primary agency liaison and communications point of contact, responsible for the continuous improvement of service delivery and timely service-related communications. Candidate must successfully complete a 180-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Service Management

- Responsible for leading service management efforts, tracking and reporting service cost, quality and efficiency.
- Ensures service standards alignment and maintains up-to-date, industry standard Service Level Agreements (SLAs).
- Works closely with the project management team to monitor the health of projects and collaborates with technical teams to ensure that customer expectations are met. Proactively assists with problem resolution.
- Plays a lead role in the implementation, deployment and management of an IT service management tool.
- Monitors industry trends to identify and research potential technology synergies for Franklin County.

Organizational Performance

- Responsible for implementing a results-based organizational performance measurement model for ongoing performance metrics reporting and tracking, including financial performance measurements, key performance indicators (KPIs) and dashboard activity for the advisement of senior leadership.
- Produces internal reporting that demonstrates organizational performance against strategic goals.
- Creates and reports periodic customer service score cards. Makes recommendations to improve internal processes based on ratings and subsequent feedback.
- Develops and implements service performance measures for effectiveness, service quality and responsiveness including the implementation, and management of, score cards and metrics.

Business Development

- Develops and nurtures collaborative relationships with clients, centered on service optimization and overall awareness of FCDC solutions. Responsible for maintaining in-depth knowledge of the products and services offerings in order to broker collaboration opportunities.
- Leads business development activities including the implementation and management of a FCDC service catalog.
- Conducts client visits to gauge effectiveness of partnership and propose solutions. recommendations based on analysis, trends, and anticipated business needs.
- Works with senior leaders to align technology solutions with business strategies and contributes to the business unit strategic planning process.

Communication

- Proactively manages the distribution of information around system usage and status, governance and compliance.
 - Emphasizes hardware, software and third party compliance, for example disaster recovery and business continuity, VPN access, mobile device management, application development design standards, and end user security practices.
 - Encourages agency accountability to compliance standards.
 - Effectively monitors and reports systems health and usage.
- Promotes an understanding of IT roles, processes and activities to the business, as well as acts as the primary communicator of IT services and capabilities.
- Serves as key contact for customer communication including emergency alert system administration, ensuring that customers remain informed on service offerings, collaboration opportunities, outages, maintenance, and other items impacting them.
- Key collaboration contact, providing facilitation for FCDC IT forums, including but not limited to IT Leadership Forum, Ohio Digital Summit and OCITA.
- Attends and participates in professional group meetings and stays abreast of new trends and innovations in the field of information technology, including County expo events and technology fairs.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises the Technology Service Management Analyst. Manages and coordinates Business Services functional areas and special projects as assigned. May be required to supervise staff members and provide coaching and/or guidance to Data Center employees relating to customer experience issues.

QUALIFICATIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Ability to have a comprehensive understanding of Franklin County Data Center products and services, general business principles and customer requirements.
- Strong business management skills.
- Report writing and analytical skills.
- Negotiation and conflict resolution skills.
- Possess excellent writing and verbal communication skills.
- Knowledge of policy and procedures development, documentation and evaluation.
- Skill in analyzing and developing effective solutions for organizational problems.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree in Computer Science, Business Administration, or a related field. Minimum of three years of experience in project management; AND, five years of experience interacting with customers and managing their expectations: AND, two years of experience in Information Technology, OR any equivalent combination of experience, training, or education.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

REASONING ABILITY

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions, moving mechanical parts, and risk of electrical shock. The noise level in the work environment is usually moderate.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement
Send resume, references, and salary requirements to:**

FRANKLIN COUNTY DATA CENTER

Attn: Jessica Wilkins-Bibbs, Director, Human Resources

373 S. High St. 9th Floor Columbus, OH 43215-4599

fcjcjobs@franklincountyohio.gov

EOE

No Fees